
General Manager's Policy for Handling Competitive Neutrality Complaints

1. The purpose of this policy is

to establish arrangements for the courteous, efficient and timely investigation and resolution of competitive neutrality complaints and enables Council to demonstrate that it is meeting probity requirements.

2. Policy statement

The General Manager's Policy for Handling Competitive Neutrality Complaints policy provides:

- a mechanism for monitoring Council's performance in the competitive environment established by the Competition Principles Agreement
- the community with mechanisms for making competitive neutrality complaints

Council with a framework for investigating and resolving complaints.

3. Principles

Warringah Council is committed to:

- competing in a market place on a basis that does not utilise its public sector position to gain an unfair advantage over a private sector competitor
- providing information to the public to reduce the incidence of unnecessary complaints
- being responsive to complaints from the community
- resolving, without delay, all proven complaints
- being open to scrutiny of its handling of competitive neutrality complaints

- conducting fair and equitable tendering processes
- being open to improving and changing business practices
- providing parties that take part in a competitive tendering project with information about complaints handling
- investigating complaints in an appropriate manner without being limited by Council's existing or past accounting practices
- keeping comprehensive records and audit trails of complaints.

4. Amendments

Last amended on 7.8.06

5. Authorisation

This policy was authorised by Council's Executive Team on 1 July 1998.

This policy is due for review on 31 December 2003.

6. Who is responsible for implementing this policy?

Director Corporate Services

7. Document owner

Director Corporate Services.

8. File number

266.001.017

9. Legislation and references

9.1 Definitions

Legislation and other references which impact on this policy include:

- National Competition Policy, 11 April 1995 (*Policy*)
- NSW Government Policy Statement on the Application of National Competition Policy to Local Government, June 1996 (*Policy Statement*)
- Guidelines on the Management of Competitive Neutrality Complaints, NSW Department of Local Government, November 1997 (*Guidelines*)
- Practice Note No.9 - Complaints Management in Councils, August 1994, Department of Local Government & Co-operatives (*Note*)
- Pricing & Costing for Council Businesses - A Guide to Competitive Neutrality, NSW Department of Local Government, July 1997
- Competition Principles Agreement, February 1994 (*Agreement*)
- Access to Council Information, June 1998, Warringah Council